

WORKPLAN CONTENTS

SMART CITIES & SERVICES IMPROVEMENTS COMMITTEE WORKPLAN August - December 2017

COMMITTEE MEMBERS:

CHARLES “CHAPPIE” JONES, CHAIR
SAM LICCARDO, MEMBER
JOHNNY KHAMIS, MEMBER
DEV DAVIS, MEMBER
LAN DIEP, MEMBER

STAFF:

KIP HARKNESS, CITY MANAGER’S OFFICE
STEVEN DINOTO, CITY MANAGER’S OFFICE
SHIREEN SANTOSHAM, MAYOR’S OFFICE
ED MORAN, CITY ATTORNEY’S OFFICE
TONI TABER, CITY CLERK’S OFFICE

MISSION STATEMENT:

To achieve the strategic goals of the San José’s *Smart City Vision* by advancing innovation projects at scale, demonstration/pilot projects, and strategy & policy initiatives that deliver community benefit, optimize resources, improve service delivery, and build capacity for future success.

AUGUST 3, 2017 – MEETING CANCELLED

SEPTEMBER 7, 2017

1. Citywide Web Content Management System (City Manager)

Purpose: Provide an update of the City’s new Web Content Management System, which will enhance and further support the City’s website as a service delivery platform and improve the user experience. The goal of this project is to have a digital platform that is reflective of San Jose’s Smart City Vision by improving transparency, empowering residents to actively engage in the governance of the city, and making the City more responsive to the complex and growing demands of the community.

2. Customer Relationship Management (Information Technology)

Purpose: Provide an update on the CRM go-live, conclusion of the implementation, and adoption rates. The CRM project aims to deliver highly responsive customer experience for residents and businesses through web and mobile channels. Integration features built allow work crews to receive and respond quickly. Analytics features will allow City staffs to analyze patterns in requests to improve services. This work addresses multiple audits and Council

direction. Staff will also review prioritization process for new feature requests. Discussion and feedback to staff.

3. Business Tax System (Information Technology)

Purpose: Provide an update on the Business Tax System project. The project was originally due in late-2015 but encountered implementation delays. The Finance and Information Technology departments worked with the vendor to set a project recovery plan in early-2017. Discussion and feedback to staff.

4. Information Technology Department – Policies Refresh (Information Technology)

Purpose: Provide an update on initiative to modernize ITD policies to simplify direction, maximize adherence, as well as apply up-to-date controls and processes. This work addresses multiple audits. Discussion and feedback to staff.

5. Innovation Roadmap (Innovation & Digital Strategy)

Purpose: Provide a monthly committee update on priority projects and key performance indicators for the Innovation Roadmap. Discussion and feedback to staff.

OCTOBER 5, 2017

1. Smart Cities Update and Internet of Things Strategy (Innovation & Digital Strategy, Information Technology)

Purpose: Provide an update on efforts related to advancing the City's Smart Cities Vision including connectivity, data and analytics, networked sensing, solution platforms, security and related policies. Provide an update on work underway and planned with key partners to support the development of the City's Internet of Things Strategy. Provide an update on the City's Data Privacy Policy. Discussion and feedback to staff.

2. Business Process Automation (Information Technology)

Purpose: Provide an update on a set of business workflow projects that aim to streamline and automate City work processes. Initial improvements based on departmental feedback from the IT Strategic Planning Process and from City audits include: (1) a tool to help staffs build Requests for Proposals/Bids through prompts; (2) a public and secure Business Tax Online Registration solution in support of the November 2016 ballot initiative approved by voters; (3) an internal Mobile Devices Request form; and (4) a multi-departmental Contract Lifecycle Management Solution pending procurement. Once tools, methods, and security are set through the pilots, IT will work with departments to develop a list of target workflows to prioritize next.

3. Demonstration Projects and Policy (Innovation & Digital Strategy, Transportation)

Purpose: Provide an update on Innovation demonstration projects and possible guiding principles for future refresh of the *Framework for Establishing Demonstration Partnerships* policy. Discussion and feedback to staff.

4. Opportunities for Innovation in Emergency Management (Innovation & Digital Strategy, Emergency Services)

Purpose: Provide an update on the development of a Request for Interest for technological solutions that could support advanced planning, more effective communication, effective record management, and victim intake. Discussion and feedback to staff.

NOVEMBER 2, 2017

1. Talent Recruitment Initiative (Human Resources)

Purpose: Provide an update of ongoing and planned strategies to improve the number, quality, and cycle time associated with recruiting, hiring, and retaining/developing City employees; update on progress of Autonomous Hiring. Discussion and feedback to staff.

2. Innovation Bootcamp Update (Innovation & Digital Strategy)

Purpose: Provide an update on development of a training program and support network that builds City staff capabilities in customer-driven, data-informed service improvement methods. Discussion and feedback to staff.

3. Information Systems Audits Updates (Information Technology, City Auditor)

Purpose: Provide a report update on the status of outstanding process and controls-related findings stemming from ITD audits, including: technology deployments; general controls; mobile devices; and financial statements (external auditor). Discussion and feedback to staff.

4. Review of Relevant 2018 Legislative Guiding Principles (City Manager-Intergovernmental Relations)

Purpose: Discuss with the Committee the relevant 2018 Legislative Guiding Principles with focus on the Smart Cities and Service Improvements Committee.

5. Innovation Roadmap (Innovation & Digital Strategy)

Purpose: Provide a monthly committee update on priority projects and key performance indicators for the Innovation Roadmap. Discussion and feedback to staff.

DECEMBER 7, 2017

1. Safe City Strategy (Innovation & Digital Strategy, Police, Fire, Emergency Services)

Purpose: Provide an update on public safety technology projects undertaken and planned, including: crime analysis forecasting application within the Police Department; business intelligence enterprise solution within the Fire Department and Police Department, and; status update on emergency community notifications coordinated among Fire Department, Office of Emergency Services, and the Police Department. Discussion and feedback to staff.

2. Internet of Things Strategy (Innovation & Digital Strategy)

Purpose: Provide an update on recommendations and next steps related to development of the City's Internet of Things Strategy. Discussion and feedback to staff.

3. Autonomous Vehicles (Transportation)

Purpose: Provide an update on work underway and planned with key partners to support the development of Autonomous Vehicles, partners, and demonstration approach. Discussion and feedback to staff.

4. Report on Key State & Federal Legislation (Intergovernmental Relations, Innovation & Digital Strategy)

Purpose: Provide the Committee with a report on key State and Federal legislation relevant to the Smart Cities & Service Improvements Council Committee. Discussion and feedback from staff.